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From 12/1/2009 through 12/31/2009
Contract Dates from 7/1/2009 through 12/31/2009

The purpose of this report is to provide you with a comprehensive breakdown of the services provided to the participants for the reported period.

NOTE: The Services Report will not match the Monthly Demographic Report numbers because participants can register at the end of the month and not receive services until the following month.

Summary of Services - Total Registered Callers		7	
Note: The following section is based on the date that the caller registered for services.		1,2	
		Current Month	Contract YTD
Intervention requested		1608	8854
Materials Only		16	78
General Questions		164	1022
Transfer To F&C Commercial Client - Live Transfer		1	10
Transfer To Outside State - Did Not Connect		1	2
Transfer To YAQ Study		-	95
Total		1790	10061

Services By Caller Type		
Tobacco User		
	Current Month	Contract YTD
Intervention requested - Non-Pregnant	1579	8694
Intervention requested - Pregnant	27	144
Materials Only	4	44
General Questions	71	398
All Transfer Types	2	107
Transfer To F&C Commercial Client Live Transfer	1	10
Transfer To Outside State Did Not Connect	1	2
Transfer To YAQ Study	-	95
Total	1683	9387

Proxy		Current Month	Contract YTD
Intervention requested		2	11
Materials Only		5	23
General Questions		23	98
All Transfer Types		-	-
Total		30	132

Provider		Current Month	Contract YTD
Intervention requested		-	5
Materials Only		6	8
General Questions		7	49
All Transfer Types		-	-
Total		13	62

General Public		Current Month	Contract YTD
Materials Only		1	3
General Questions		63	477



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Services By Caller Type		
Total	64	480
Other Calls Handled	Current Month	Contract YTD
Hang up	60	372
Prank	7	24
Wrong Number	6	41
Total	73	437
Summary of Services Provided		
Note: Re-enrollments includes participants who have registered within the previous 12 months and who have opted for additional services.		
Tobacco User	Current Month	Contract YTD
Total 1-Call Only 3	43	302
Registered Current Month a,4	42	296
Registered Prior Month 5	1	6
Total Closed with Attempt	155	1370
Registered Current Month b	112	1283
Registered Prior Month	43	87
Total Multiple Call Program Enrollment	1347	7156
Registered Current Month c	1328	7127
Registered Prior Month	19	29
Multiple Call Program Re-enrollments (subset of above)	24	320
In Process d,6	124	132
Total Intervention Requested a+b+c+d	1606	8838
Pregnant Tobacco User (subset of Tobacco User above) 8	Current Month	Contract YTD
1-Call Only	-	3
Closed with Attempt	5	39
Multiple Call Program Enrollment	15	96
In Process	8	8
Youth Tobacco User (subset of Tobacco User above) 8	Current Month	Contract YTD
1-Call Only	-	2
Closed with Attempt	2	3
Multiple Call Program Enrollment	3	6
In Process	-	-
Proxy 8	Current Month	Contract YTD
1-Call Only	1	7
Closed with Attempt	-	-
In Process	1	2
Provider 8	Current Month	Contract YTD
1-Call Only	-	6



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Summary of Services Provided		
Note: Re-enrollments includes participants who have registered within the previous 12 months and who have opted for additional services.		
Closed with Attempt	-	1
In Process	-	-

Calls Completed in the Multiple Call Program		
Includes Tobacco Users who have enrolled in the Multiple Call Program.		
	Current Month	Contract YTD
Completed Call 1 with an intervention	1340	7117
Completed Call 2 with an intervention	597	2943
Completed Call 3 with an intervention	347	1780
Completed Call 4 with an intervention	258	1215
Completed Call 5 with an intervention	227	943
Completed Call 6 with an intervention	2	12
Completed Call 7 with an intervention	1	4
Completed Call 8 with an intervention	-	5
Completed Call 9 with an intervention	1	9
Completed Call 10 with an intervention	2	7
Completed Call 1 with an attempt	2	14
Completed Call 2 with an attempt	802	4038
Completed Call 3 with an attempt	700	5165
Completed Call 4 with an attempt	1007	4964
Completed Call 5 with an attempt	1077	4485
Completed Call 6 with an attempt	14	70
Completed Call 7 with an attempt	10	73
Completed Call 8 with an attempt	14	70
Completed Call 9 with an attempt	11	61
Completed Call 10 with an attempt	9	62
Ad Hoc Calls with an intervention	134	662
Ad Hoc Calls with an attempt	-	19

Pharmacotherapy - Recommended		
	Current Month	Contract YTD
Patch	929	5390
Gum	-	-
Lozenge	342	1242
Bupropion SR	-	-
Chantix (Varenicline)	-	-
Total	1271	6632

Pharmacotherapy - Participant Shipments		
Includes Tobacco Users only.		
Patch	Current Month	Contract YTD
Shipment 1	922	5299
Shipment 2	-	-



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Pharmacotherapy - Participant Shipments 9		
Includes Tobacco Users only.		
Gum	Current Month	Contract YTD
Shipment 1 - 2mg	-	-
Shipment 1 - 4mg	-	-
Shipment 2 - 2mg	-	-
Shipment 2 - 4mg	-	-
Lozenge	Current Month	Contract YTD
Shipment 1 - 2mg	71	232
Shipment 1 - 4mg	305	952
Shipment 2 - 2mg	-	-
Shipment 2 - 4mg	1	1
Pharmacotherapy - Boxes Sent		
Includes Tobacco Users only.		
Gum	Current Month	Contract YTD
2mg	-	-
4mg	-	-
Lozenge	Current Month	Contract YTD
2mg	71	232
4mg	306	953
Quit Materials Sent		
Includes all Caller Types. Note: The number of kits reflected on the report include kits that have a sent date within this period.	Current Month	Contract YTD
	Current Month	Contract YTD
Be Free Guides	1335	6760
Smokeless Tobacco Kit	29	147
Spanish Tobacco Kit	7	24
Youth Tobacco Kit	9	52
Total	1380	6983



Definitions:

1. "Transfer to F&C Commercial Client" reflects Tobacco Users who were referred at registration to the Multiple Call Program benefit offered through their health plan, who contracts with Free & Clear.
2. "Transfer to Health Plan" reflects Tobacco Users who were referred at registration to their tobacco cessation benefit offered through their health plan, who does not contract with Free & Clear. The outcome of the transfer to the health plan is noted as "Live Transfer" (connected live with health plan representative), "Did Not Connect" (participant opted to call themselves or there was no answer at the health plan) or "Voicemail" (Participant was transferred to the health plan's voicemail system).
3. Participants must complete the 1-Call with a Quit Coach in order to enroll in the Multiple Call Program. "1-Call Only" reflects participants who completed the 1-Call with Quit Coach and either 1) elected not to enroll in the Multiple Call Program or 2) were not eligible for the Multiple Call Program.
4. "Registered Current Month" reflects participants who registered and completed the requested service within the same reporting period.
5. "Registered Prior Month" reflects participants who registered for services in a month prior to the reporting period and completed the services in the report period. This applies to participants who call on the last day of the month.
6. "In Process" reflects participants who have not been reached for services yet but registered during the reporting period. This applies to participants who requested an intervention, but requested a call back from a Quit Coach instead of being transferred at the time of their initial call. Attempts are being made to reach the participant.
7. Registered Callers include Tobacco Users, Proxy, Providers and General Public.
8. Participants who registered in the current period and prior period, but who completed services during the report period, are reflected in aggregate.
9. "Shipment 3" may represent NRT resends related to participant not receiving medication or participant switching therapies.
a,b,c,d Participants who registered during the reporting period and requested intervention.